



## Comprehensive Infrastructure Agreement Amendment Approval Form

**Contract Between:**

**Northrop Grumman Information Technology, Inc.**

Eighth and Main Building

707 E Main St

Richmond, Virginia 23219

And

**The Commonwealth of Virginia**

110 South Seventh Street

Richmond, Virginia, 23219

<b>Contract Number</b>	<b>VA-051114-NG</b>
<b>Change Control Number</b>	<b>19</b>
<b>Section(s) of CIA Referenced</b> – Identify section(s) of CIA modified, including Attachments and Schedules	Schedule 17.1 (Reports)
<b>Description of Requested Contract Change</b> – Provide a brief description of contract change	Modify to reflect that the Initial Reports Catalog has been mutually agreed upon and that it is now Attachment 2 to Schedule 17.1 and language was added recognizing that the SWAM report is monthly, not weekly and quarterly. Also, that the Parties will meet periodically to discuss necessary reports and updates to the catalog.

In accordance with Section 27.5 Amendments and pursuant to the mutual agreement of the parties, this AGREEMENT is modified as shown in the attachments:

1. Schedule 17.1
2. Schedule 17.1, Attachment 2

All terms, conditions,, and provisions of the original Agreement remain unchanged except as specifically noted herein.

The parties have executed this agreement on the dates indicated below:

Executed By:

Virginia Information Technologies Agency


By: 

Name: Fred Duball

Title: Relationship Manager

Date: 9/19/2006

Northrop Grumman Information Technologies, Inc.

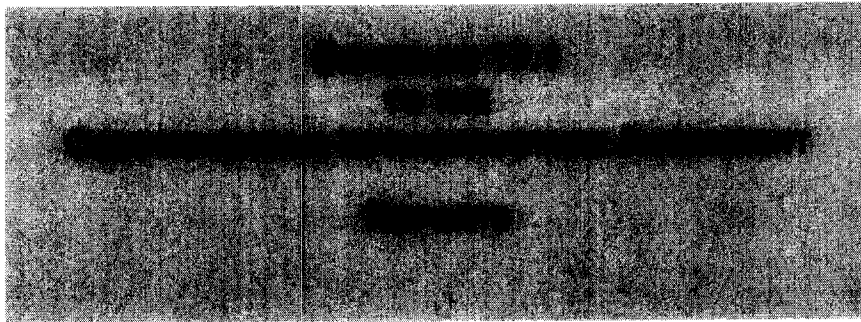
By: 

Name: Julia Carrier

Title: Contracts Manager

Date: 14 Sep 06

**SCHEDULE 17.1 TO THE COMPREHENSIVE INFRASTRUCTURE AGREEMENT  
REPORTS**



## Reports

This is Schedule 17.1 (Reports) to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor (the "Agreement").

The Parties mutually agreed upon an initial reports catalog for each Tower during the Interim Phase, which is hereby incorporated as Attachment 2 to Schedule 17.1. The Parties further agree to meet periodically and, as needed, to discuss report details and mutually agree to time frames in which reports will be provided and if further details are necessary.

In addition to the reports described in the Agreement, Schedule 3.3 and Schedule 3.12, Vendor shall provide to the Commonwealth the following reports. Where a format is not specified below, the Parties shall mutually agree upon an appropriate format for such reports:

- Reports required by Executive Directive #7, on a quarterly basis in the format specified by Executive Directive #7.
- Reports for any Capital Asset inventory, on a monthly basis
- Attachment 1 - Monthly SWAM report
- Attachment 2 – Initial Reports Catalog

## Initial Reports Catalog

Report Name	Frequency	Report Description
Average Speed of Answer	W/M/O	Customer Service Center performance report of Average Speed to Answer (ASA)
Answer Rate	W/M/O	Customer Service Center performance report of Answer Rate (Abandon Rate)
Top 10 Callers	W/M/O	Customer Service Center performance report of Top 10 Callers broken down by Agency.
E-Mail Contacts	W/M/O	Customer Service Center performance report of number of e-Mail Contacts broken down by Agency
Service Requests	W/M/O	Customer Service Center performance report of number of Service Requests broken down by Agency
End User Survey - Count	M	Customer Service Center performance report of number of End User Surveys sent out broken down by Agency
End User Survey - Response	M	Customer Service Center performance report of number of End User Survey Responses broken down by Agency
End User Survey - Results	M	Customer Service Center summary report of End User Customer Satisfaction. Customer Satisfaction Surveys are sent based on preset requirements in Peregrine Incident Management system, per Agency and/or assignment group. Surveys are not sent on Quick Tickets, and results are accumulated to generate monthly average reports. Customer Satisfaction questions may be based on timeliness, quality, professionalism, skill level, expectations, timely fix, fixed over phone, courteousness, knowledge, communication, and/or overall satisfaction.
Account Administration	M	Customer Service Center summary report of Account Administration activity broken down by Agency.
<b>Incident Management</b>		
First Call Resolution	W/M/O	Customer Service Center performance report of incident resolution rate broken down by Agency
IMAC Consumption, Budgeting, Aging and Forecasting	D/W/M	IMAC activity by type and fiscal month. Includes IMAC request resolution times and aging.
IMAC Resolution SLA Compliance by Site/Location	W/M	Report IMAC resolution to SLA. Broken down by customer site or location. Weekly report includes monthly cumulative chart.
Incident Current Status Report.	D	Daily status report which lists number of incidents by status, open aging and month-to-date SLA summarized by assignment group.
Incident Management Detail	O	Display list of tickets by assignment group as well as provide additional details for each Incident ticket.
Incident Resolution and SLA Compliance	D/W/M	Month to date report breaking down resolved incidents by age and average resolution time. Also includes open ticket aging and potential SLA compliance.
Incident Rework Rate	W/M	Report Incident ticket rework rate by customer support assignment groups.
Incident Ticket Aging	W/M/O	List number of Incident tickets in open status by customer support assignment groups.
Incident Ticket Type Breakdown	W/M	Breakdown incident tickets by most frequent callers, products and platforms.
Inventory Installation	M	Monthly inventory tracking report. Reports on number of installed and managed devices.
Executive Incident Response	W/M	Incident response rates for executive customers broken down by incident severity code.
Executive Incident Resolution	W/M	Incident resolution rates for executive customers broken down by incident severity code.
<b>Problem Management</b>		
Problem Management Summary	D/W/M/O	Problem Management (Root Cause) report. Lists current open Problem Management issues and latest status.
Resolved Incidents by Assignment Group and Technician.	O	Resolved Incident tickets summarized by assignment group, technician and ticket type.
Service Respond Time	W/M	Time (hours) to respond to customer request for service. Weekly report contains running monthly roll-up.

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Severity Breakdown (Location Rollup)	W/M	Incident resolution rates for all customer locations. Report is broken down by severity code. Weekly report includes monthly cumulative chart.
<b>Change Management</b>		
Change Schedule	D/W/M/O	30 day look-ahead of scheduled changes.
Change Statistics	D/W/M/O	Change tickets summarized by assignment group, technician and ticket type.
<b>Release Management</b>		
Release Schedule	D/W/M/O	
Secure Library Summary	O	
<b>Configuration Management</b>		
CMDB Reports	D/W/M/O	
CMDB Statistics	O	
<b>Availability Management</b>		
Availability Reports	M	
Targets & Thresholds	M	
<b>Capacity Management</b>		
IBM CPU Utilization	Collected at least hourly, normally reported daily, summarized at least monthly	Average and peak CPU utilization by LPAR and by the entire mainframe complex
IBM Memory Utilization	Collected at least hourly, normally reported daily, summarized at least monthly	Average and peak memory utilization by LPAR
IBM Batch Processing Turnaround	Collected at least daily, normally reported daily, summarized at least monthly	Measurement of batch processing performance within the batch processing window and schedule completion statistics by LPAR
IBM Application Service levels	Collected at least hourly, normally reported daily, summarized at least monthly	Average and peak response times for online/interactive application transactions, by application, by LPAR
IBM Transaction Volume	Collected at least hourly, normally reported daily, summarized at least monthly	Average and peak application transaction counts for selective applications, by application, by LPAR
IBM Disk Storage Utilization	Collected at least daily, normally reported daily, summarized at least monthly	Allocated and used Disk Storage utilization, by LPAR, and separately by application
IBM Tape Storage Utilization	Collected at least daily, normally reported daily, summarized at least monthly	Used Tape Storage utilization (including Virtual Tape Servers, Automated Tape Libraries, and Manual Tape Libraries), by LPAR and separately by application
IBM Tape Mount Activity	Collected at least hourly, normally reported daily, summarized at least monthly	Average and peak Tape Mount Activity for both automated and manual tape mounts, by LPAR and separately by application
IBM Mainframe Network Utilization	Collected at least hourly, normally reported daily, summarized at least monthly	Average and peak Mainframe Network bandwidth and utilization by application, by LPAR
UNISYS CPU Utilization	Collected at least hourly, normally reported daily, summarized at least monthly	Average and peak CPU utilization by LPAR and by the entire mainframe complex
UNISYS Memory Utilization	Collected at least hourly, normally reported daily, summarized at least monthly	Average and peak memory utilization by LPAR
UNISYS Transaction Volume	Collected at least hourly, normally reported daily, summarized at least monthly	Average and peak application transaction counts for selective applications, by application, by LPAR
UNISYS Disk Storage Utilization	Collected at least daily, normally reported daily, summarized at least monthly	Allocated and used Disk Storage utilization, by LPAR, and separately by application
UNISYS Tape Storage Utilization	Collected at least daily, normally reported daily, summarized at least monthly	Used Tape Storage utilization (including Virtual Tape Servers, Automated Tape Libraries, and Manual Tape Libraries), by LPAR and separately by application
UNISYS Tape Mount Activity	Collected at least hourly,	Average and peak Tape Mount Activity for both automated and manual

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	normally reported daily, summarized at least monthly	tape mounts, by LPAR and separately by application
UNISYS Mainframe Network Utilization	Collected at least hourly, normally reported daily, summarized at least monthly	Average and peak Mainframe Network bandwidth and utilization by application, by LPAR
Server Executive Summary Reports	Collected at least hourly, normally reported daily, summarized at least monthly	HP Openview generated summary shows the overall health of the systems in the environment by aggregating total exceptions, total CPU utilization exceptions, total memory utilization exceptions, total swap utilization exceptions, total queue length exceptions, and grade of service metrics on all systems
Server Filesystems Resource Optimization Reports	Collected at least hourly, normally reported daily, summarized at least monthly	HP Openview generated report Indicates what systems will have over-utilized or under-utilized filesystems in the next 30, 60 and 90 days and details grade of service and file system utilization, CPU utilization and memory utilization for those systems.
Server Memory Resource Optimization Reports	Collected at least hourly, normally reported daily, summarized at least monthly	HP Openview generated report Indicates what systems are within 90 days of their memory utilization, based on high and low thresholds, and details system grade of service, memory utilization, CPU utilization, filesystem utilization, and memory page out rates.
Server Memory Forecast	Summarized at least monthly	HP Openview generated report listing all systems within 30, 60 and 90 days of a memory usage threshold and details grade of service, filesystem utilization, memory utilization, and CPU utilization for each system.
Server Filesystem Forecast	Summarized at least monthly	HP Openview generated report listing all systems within 30, 60 and 90 days of a filesystem usage threshold and details grade of service, filesystem utilization, CPU utilization, and memory utilization for each system.
Server CPU Forecast	Summarized at least monthly	HP Openview generated report listing all systems within 30, 60 and 90 days of a CPU forecast usage threshold and details grade of service, CPU utilization, memory utilization, swap utilization and number of page outs.
Server Problem Summary	D	HP Openview generated report listing the 10 systems with the most exceptions during the previous day and details run queue, CPU utilization, memory utilization, swap utilization, page outs per second and number of processes, exception details and grade of service for these systems.
Server QuickView	Online Near Real-Time	HP Openview generated view showing a list of systems that are being monitored and the most recent data on these systems from the last six hours, including run queue, CPU utilization, memory utilization, swap utilization, page outs per second and number of processes.
Server Snapshot	Online Near Real-Time	HP Openview generated view showing run queue, CPU utilization, memory utilization, swap utilization, page outs per second and number of processes on selected nodes with the most recent data.
Server System QuickView	Online	HP Openview generated view displaying systems with the highest utilization, from the previous day and details the run queue, CPU utilization, memory utilization, swap utilization, page outs per second and number of processes for each system.
Server Per System QuickViews	Online	HP Openview generated optional views from the previous day on a per system basis on CPU utilization, logical volume utilization, disk performance, network interface performance, and process information.
Server System Snapshot	Online	HP Openview generated view showing run queue, CPU utilization, memory utilization, swap utilization, page outs per second and number of processes from the previous day for a particular system.
Server Application Performance Snapshot	Online	HP Openview generated view listing the name of the applications and details total CPU time in seconds used by the application, CPU utilization, total virtual memory utilization and number of processes during the previous day. The data is sorted based on the total CPU time in seconds.
Server Transaction Per System Snapshot	Online	HP Openview generated view listing all of the systems and the names of their transactions, including details such as number of transactions completed, number of transactions aborted, response time of transactions, and number of transactions that violate the service level.
Server Top Ten Systems	D	HP Openview generated list of the top 10 systems producing the highest network volume, CPU utilization, CPU queue length, network in/out

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		packets, network collision and error rates per minute and filesystem utilization during the previous day. The data can be sorted by CPU utilization and CPU queue length.
Server Top Ten Transactions	D	HP Openview generated list of the top 10 transactions produced by the monitored systems with detailed information on transaction name, number of times the transaction was completed, number of times the transaction was aborted, number of times the transactions had violations, response time, percentage of service level violations and the service level violation threshold value during the last day.
Server Systems Availability	M	HP Openview generated list of the system names and their associated uptime and downtime including pre-defined shift availability.
Server Systems Inventory	Reported monthly	HP Openview generated list of systems and details the performance agent version number, classes available, and data sources available.
<b>Financial Management</b>		
Cost & Charge Reports	M	
Budgets	M	
Forecasts	M	
Variance Report	M	
Forecast of Charges by Service Report	M	
Contract Issue Tracking Report	M	
Charges Report	M	
<b>IT Service Community Management</b>		
BIA	On Demand	A Disaster Recovery Business Impact Analysis Report for each system under IT Service Management
Risk Analysis	On Demand	A Disaster Recovery Risk Analysis Report for each system under IT Service Management
DR Exercise Report	On Demand	A Disaster Recovery Exercise Report following each DR Test Exercise
<b>Service Level Management</b>		
Service Catalog	M	Executive summary report of the items available for management under a service level agreement.
Exception Reports	O	Ad-Hoc report of exception against any item managed under a service level agreement.
<b>Break Fix for End User Devices</b>		
Onsite Dispatch Response	M	Elapsed time from initial service request until the technician arrives on the customer's site. This time will be tracked against the 90% target SLA for Next Business Day.
Advanced Exchange	M	Elapsed time from initial service request until the advance exchange part is shipped to the customer's site. This time will be tracked against the 90% target SLA for Next Business Day shipping.
Depot Repair	M	Elapsed time from when the defective component is received at the depot location until the repaired component is shipped back to the customer's site. This time will be tracked against the 90% target SLA for Next Business Day depot repair and shipping.
<b>Break Fix for Add-On Components (IMAC)</b>		
Minor IMAC Completion Report (1-10 devices)	M	Elapsed time from initial service request until the technician completes the IMAC activity. This time will be tracked against the 90% target SLA for 5 business days.
Major IMAC Completion Report (>10 devices)	M	Elapsed time from initial service request until the technician completes the IMAC activity. This time will be tracked against the 99% target SLA to meet the agreed project schedule.
Urgent IMAC Completion Report (1-10 devices)	M	Elapsed time from initial service request until the technician completes the IMAC activity. This time will be tracked against the 90% target SLA to meet the agreed project schedule.
Procurement of new end-user device	M	Elapsed time from VITA approved service request until the new system is deployed to the end user. This time will be tracked against the 90% target SLA per agreed project plan.
<b>Software Installs</b>		
Core Software (Shrinkwrap) Time	M	Elapsed time from VITA approved service request until the software is



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to Deploy		deployed to the end user's machine. This time will be tracked against the 90% target SLA for Next Business Day.
Operating System, service Packs, and non-critical patch deployment	M	Elapsed time from VITA approved service request until the software is deployed to the end user's machine. This time will be tracked against the 90% target SLA per agreed project plan.
Agency Specific Software Time to Deploy	M	Elapsed time from VITA approved service request until the software is deployed to the end user's machine. This time will be tracked against the 90% target SLA per agreed project plan.
Core Software (Non-Shrinkwrap Messaging, Browser, etc) Time to Deploy	M	Elapsed time from VITA approved service request until the software is deployed to the end user's machine. This time will be tracked against the 90% target SLA per agreed project plan.
Desktop Refresh	M	Number of systems refreshed within the month. After the first refresh, subsequent refreshes will be tracked against the 90% target SLA to refresh systems within one month of their scheduled date of refresh. Will also include a year to date total.
Laptop Refresh	M	Number of systems refreshed within the month. After the first refresh, subsequent refreshes will be tracked against the 90% target SLA to refresh systems within one month of their scheduled date of refresh. Will also include a year to date total.
Tablet Refresh	M	Number of systems refreshed within the month. After the first refresh, subsequent refreshes will be tracked against the 90% target SLA to refresh systems within one month of their scheduled date of refresh. Will also include a year to date total.
Hand-Held Device Refresh	M	Number of devices refreshed within the month. Will also include a year to date total.
Network-attached printers – B/W Refresh	M	Number of devices refreshed within the month. Will also include a year to date total.
Network-attached printers – Color Refresh	M	Number of devices refreshed within the month. Will also include a year to date total.
Network-attached scanners Refresh	M	Number of devices refreshed within the month. Will also include a year to date total.
Network-attached copiers Refresh	M	Number of devices refreshed within the month. Will also include a year to date total.
Network-attached Multi-Function Devices Refresh	M	Number of devices refreshed within the month. Will also include a year to date total.
Critical Data Center Locations P3 PCs	M	Elapsed time from initial service request until the technician resolves problem. This time will be tracked against the 90% target SLA for <36 hour resolve.
Non-Critical Locations P3 PCs	M	Elapsed time from initial service request until the technician resolves problem. This time will be tracked against the 90% target SLA for <48 hour resolve.

## Service Level Reports

Monthly Service Level Report Package	Frequency	Executive SLA summary performance report against each of the following items managed under a service level agreement.
<b>Help Desk Service</b>		
Service Availability	M	
End User Satisfaction	M	
Response Time	M	
Incident Resolution	M	
Account Administration	M	
<b>Messaging Services</b>		
Availability	M	
Performance	M	
Message Monitoring and Management	M	
Software Refresh	M	
<b>Cross-Functional Services</b>		
Asset Tracking	M	
End User Satisfaction Survey	Semi-Annual or Annual	
Status report on Northrop Grumman managed projects	TBD	
Quality Assurance and Audit Reports	TBD	
Knowledge Management (KM) Satisfaction Survey	Online	
<b>Mainframe &amp; Server Services</b>		
System Availability	M	
Response Time	M	
General Administrative Functions	M	
Batch Processing	M	
Output Delivery	M	
System Server Administration	M	
Server Software Refresh	M	
System Hardware Updates/Refresh	M	
Database Administration Service	M	
<b>Data Network Services</b>		
Network Availability	M	
Performance	M	
Administration Services	M	
<b>Voice &amp; Video Telecom</b>		
Availability	M	
Responsiveness	M	
<b>Desktop Computing</b>		
Break/Fix Repairs	M	
Installs, Adds, Moves	M	
Software Installation	M	

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Procurement New Devices	M	
System Updates/Refresh	M	
System Service Administration	M	
Network Administration	M	
Security Intrusion Detection	M	
Security Penetration	M	
Account Administration	M	
Applications Operations and Maintenance		
Productivity per Developer/Tester	M	
Average Defect Response Time	M	
Application Development		
Milestone Achievement	M	
Service Request Response Time	M	
Productivity per Developer/Tester	M	
Average Defect Response Time	M	

**VITA REQUIRED REPORTS**

Executive Directive #7	Q	Format specified by Directive #7... A Comprehensive Agreement economic and workforce report to its Cabinet Secretary and the Governor's Chief of Staff. Shall include: No. of construction man hours created No. of Jobs created range of wages paid average length of employment No. of training opportunitites No. and type of stafety programs Actions taken to ensure identified jobs are filled by trained personnel Job opportunities made available and filled by residents No. of contractors and subs hired who will generate tax revenue
Capital Asset Inventory	M	
Swam Report	M	Format based on Schedule 17.1 Attachment I

Frequency: D = Daily; W = Weekly; M = Monthly; Q = Quarterly; O = On Demand, Y=Yearly